

The Client:

ALSCO Metals—The country's largest supplier of aluminum building products for the new construction and remodeling industry, operating manufacturing facilities in North Carolina, Wisconsin, Virginia and Ohio

The Challenge

Institute an absence management program that supported ALSCO's goals to:

- *Reduce disability time*
- *Facilitate early return-to-work*
- *Introduce a culture change at all four plant locations*



The CHS Response

Apply decades of best practices to:

- *Implement a medically-managed claims review process*
- *Educate employees about short-term disability responsibilities*
- *Counsel HR managers on HIPAA regulations and confidentiality aspects*

The CHS Difference

In a year's time, CHS:

- *Managed 197 short-term disability and Family Medical Leave Act cases*
- *Reduced short-term disability response time from 30 days to five*
- *Saved 3,041 days and \$130,328 in disability claims*

The Challenge:

ALSCO Metals chose Comprehensive Health Services (CHS) as its workforce health partner with specific goals in mind: reduce the number of disability weeks paid, facilitate early return-to-work, and provide a platform to introduce a culture change regarding absence management across its four plants with a total of more than 650 employees.



The CHS Response:

CHS set up a physician-supervised and medically-managed absence management program to support employees' early return to work and obtain return-to-work releases, while delivering ALSCO's company message regarding the appropriate use of disability benefits. Concurrently, CHS' professional case management nurses draw on decades of established best practices to counsel ALSCO's HR managers on return-to-work discussions and to educate them on HIPAA regulations. Additionally, CHS reviews and makes recommendations on FMLA requests.



The CHS Difference

In a year's time, CHS handled 197 cases, individually reviewed by an RN or LPN for completeness, accuracy and data supporting employee physicians' recommendations. By applying absence management best practices, CHS shortened the response time on short-term disability claims from 30 days to five days, and saved 3,041 days and \$130,328 in claims. Further, CHS' objective, medically-managed process provides a mechanism to clearly separate a medically appropriate health care response from employee work history.



About CHS

Founded in 1975, Comprehensive Health Services, Inc. (CHS) is a leader in the management of nationwide workforce health programs. We offer major corporations and government agencies flexible, customized employee health services, from pre-placement and fitness-for-duty exams to workers' compensation, disability and case management, medical surveillance, and wellness and health promotion programs.

CHS is the only major firm with a broad, three-fold service delivery capability—worksite health programs, an extensive national network of health care providers, and medical readiness teams. This approach enables us to build the most flexible and ideal workforce health programs to fit the special needs of each client's workforce demographics, health risks, and productivity goals. *Our services are available individually, in clusters, or as a single, comprehensive and seamless employee health program.*

- Onsite Health Centers
- Medical Exams
- Wellness & Health Promotion
- Absence Management
- Environmental Health & Safety

We partner with our customers to understand their businesses and build customized solutions that put employees first. CHS' proactive, comprehensive approach—refined by best practices built on decades of experience—helps customers maintain a healthier, more stable and productive workforce.

For more information about CHS Absence Management programs, call us at 1-800-761-6333 or visit us at www.chsmedical.com



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